

Job Description: Case Preparation Specialist

Job Title: Case Preparation Specialist
Position Code: P10434
Branch: Administrative Support
Department: Records/ Access to Information
Reports to: Supervisor, Records and ATI
Supervises: N/A
Association: Civilian
Grade Level: D
Hours of Work: 40 hours/wk; rotating day and night shifts (12 hours)
Date Updated: January 2022

Position Purpose

- Performs complete, accurate and timely case preparation and case management, including requests for additional and final disclosure to the Courts. Supports the flow of information throughout the organization to support investigations, prosecutions, reporting and data analytics.

Major Responsibilities

- Responsible for the collation and preparation of electronic or paper-based Crown Brief packages; checks for discrepancies within packages and contacts officers and supervisors to clarify or locate missing information, or to clarify charge wordings.
- Ensures accuracy of required forms and documents using computer applications, such as Niche, Bulk Document Loader and Adobe Acrobat; forwards Crown Brief packages and additional disclosure requirements to correct Crown or Prosecutors' Office after approved by supervisor.
- Monitors and addresses the shared work queue to advance administrative workflows associated with disclosure and processing of charges within the Records Management System (RMS), E-Disclosure Dashboard, and Criminal E-Intake.
- Enters data and scans information into the RMS including, Arrest Reports, Release Documents, Warrants, Notices to Parent, and Provincial Offence Notices.
- Identifies and communicates Identification fingerprint dates and Court dates for release documents.
- Types Informations, Show Causes, Warrant Requests, Summons Applications, Subpoenaes, and Corrective Summonses in accordance with legislation, processes, procedures, and disclosure protocols; updates CPIC entries as required.
- Performs duties as a Commissioner for Taking Affidavits; receives Summonses, Subpoenaes and Provincial Offence Notices from officers and Special Constables for swearing purposes.
- Acts as a resource to implement or recommend changes to processes and procedures relevant to case preparation and case management.
- Ensures records retention in accordance with applicable legislation, purging policies and procedures.

- Provides data entry and customer service support to workload queues also assigned to the Information Management Specialists (e.g., officer entry, phone support for police reporting, etc.).
- Performs query searches within the RMS, CPIC and other police information systems.
- Provides guidance and practical training to new and temporary employees as assigned.
- Performs other related duties as assigned.

Skill

- Proficiency in reading, writing, communication and mathematics is required, normally acquired through the successful completion of a two-year community college diploma in records and information management, data quality, justice administration or a related field. A combination of education and experience may be considered.
- A minimum of one (1) year of relevant experience in legal or justice administration, health care administration, information management, or a related discipline is required.
- A minimum of one (1) year of relevant customer service experience is required to interact with internal members of all ranks, as well as members of the Crowns office and external agencies.
- Strong conflict resolution skills, with the ability to resolve discrepancies or issues surrounding requested files is required.
- Knowledge of standardized procedures and processes, proficient keyboarding skills, data entry, file management, and document organization is required.
- Proficiency using Microsoft Office programs including Word, Excel, PowerPoint, and Outlook is required.
- Previous experience with police and justice information systems, such as the Records Management System (RMS), the Canadian Police Information Centre (CPIC) system, E-disclosure, Criminal E-Intake and SCOPE is preferred.
- High degree of attention to detail to identify and correct errors or omissions; ability to ensure accuracy, completeness, and integrity of information within a variety of databases, reports, and systems.
- Strong interpersonal skills to work collaboratively in a large team environment to complete assignments, problem solve, and recommend changes to current processes, systems and procedures.
- High degree of resiliency to maintain productivity and quality, despite deadline pressures and time constraints.
- Excellent time management and organizational skills; ability to prioritize workload and balance competing priorities.
- Demonstrated aptitude to comprehend and apply legislation, regulations, procedures and documentation generated by the criminal justice system; ability to reference procedures and follow clear instructions in order to consistently perform functions to meet pre-established standards.
- Acquired knowledge and understanding of the judicial system and related processes, court terminology, police and court documents, applicable legislation and processes, and

the functions of police and justice computer networks and systems in order to perform queries and data entry, locate information, and send messages.

- Ability to stay up-to-date with professional and personal skills development; maintains a commitment to self-improvement with the ability to receive and apply feedback.
- Ability to participate as an effective team member and to support and project values compatible with the organization.
- Ability to meet police security clearance requirements and to maintain confidentiality.
- Ability to meet testing requirements for the position.

Effort

- Work is performed in accordance with pre-established standards, including legal requirements and operational agreements between the Waterloo Regional Police Service (WRPS), the Crown, and the Courts.
- Work is performed independently, under the general direction and guidance of the Supervisor, Records and ATI; escalates unusual or non-routine requests to the Supervisor for clarification and direction.
- Prioritizes and organizes daily activities according to workload queues and pre-established schedules, and in adherence with existing procedures and legislative requirements and deadlines.
- The incumbent follows established procedures and training to respond to emergency or exigent circumstances that requires immediate action.
- Prolonged sitting, moderate visual and auditory concentration, manual dexterity and attention to detail is required when performing data entry, collating and checking Crown Briefs, and when typing reports and forms, such as Informations.
- Participates in ongoing, specialized training and professional development due to constant changes to technology, legislation, processes and procedures.
- The incumbent must be adaptable and responsive to changing priorities and fluctuations in volume of work.

Responsibility/ Impact of Error

- Errors in time of document receipt may result in delays of the processing of documentation. A delay in entering data to generate release documents may result in the prolonged detention of an accused party.
- Inaccurate information, unauthorized access, or release of restricted, confidential or sensitive information could result in breaches of privacy, revocation of CPIC privileges, liability and/or cost incurred by the police service, risk to officer safety and/or jeopardize the integrity of police investigations or criminal prosecutions.
- Inaccurately entering, maintaining or disposal of information may result in unnecessary delays, improper flow of information to required parties, non-compliance with regulators and/or poor data integrity, which undermines data analytics.
- Errors in the disclosure process may result in the improper flow of information to required parties; inability to effectively address Crown and Court requests in a timely manner may jeopardize the administration of justice and may negatively affect Crown,

Court and Police collaboration.

- Collaborates with the immediate work team, larger Branch team, sworn members and justice system stakeholders (e.g., other police agencies, the Crown); responsible for information sharing and information management.
- The incumbent has no formal responsibilities for supervision of staff and others.

Working Conditions

- Work is performed in a standard office environment.
- Work is performed on a defined shift schedule; may be subjected to interruptions and to inflexible and competing deadlines.
- Work is performed to meet daily deadlines for the administration of justice, including timelines for show cause and ensuring proper process before an accused party appears before the Court.
- The role is expected to operate uninterrupted at all times throughout the year, even in states of emergency or times of crisis.
- Contacts are periodically negative or difficult, requiring the incumbent to be diplomatic, tactful, and informative.
- The incumbent is frequently exposed to sensitive or distressing information, as found in police reports and other documentation of the criminal justice system.
- Occasionally required to work extended hours to meet deadlines or attend events.